

Entry PeopleSoft Developer IS Enterprise Systems Development Services – Professional

Department of Administration – STAR Program Office

Position Summary

The STAR Program Office provides statewide information technology services utilizing a combination of both State-owned equipment and vendor-provided services. The division ensures the effective and efficient use of information technologies in support of Wisconsin government services and programs. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, private partners, schools, universities, libraries, and citizens.

Under the close to limited supervision of the Development Section Chief/senior team members, this position functions as an entry-level Developer for the State of Wisconsin's enterprise technology environment. Specifically, Oracle PeopleSoft Applications: Financial Management, Human Capital Management, Enterprise Learning Management and Procurement and Supplier Management. PeopleTools is a comprehensive development toolset that supports the development and runtime of PeopleSoft application.

Key Responsibilities:

- Assist in major system initiatives and provide installation, maintenance, and customer support for State of Wisconsin's enterprise technology environment.
- Provide routine customer service task support for Financials, Human Resources, Enterprise Learning Management and Supply Change Management services.
- Participate in projects from genesis through implementation and completion.

The incumbent will frequently work on projects and tasks that require strong customer service skills, good communication skills and the ability to work within a team approach.

Goals and Worker Activities

40% A. Provide technical installation/maintenance support for PeopleSoft applications including hardware, software, and services under the guidance of senior team members.

- A1. Learn to use PeopleTools to build, customize, and maintain PeopleSoft applications, as well integrate them with other systems. Assist senior team members with build, integration, and maintenance of said applications/systems.
- A2. Learn and perform maintenance of PeopleSoft applications and perform configuration changes to resolve problems and maintain system stability.
- A3. Propose design and assist in developing new enhancements to PeopleSoft applications.
- A4. Assist with system documentation review and recommend updates where needed as it relates to product updates.
- A5. Navigate and use vendor provided administration tools and troubleshooting facilities for troubleshooting production problems and debugging the software.

30% B. Document processes and support procedures for the PeopleSoft applications under the guidance of senior team members.

- B1. Learn the STAR Program Office procedures to document processes and support procedures.
- B2. Work with senior team members in meeting with customers to understand their support needs and changes.
- B3. Identify methods and documentation that can help improve the maintenance and support of the PeopleSoft applications.
- B4. Identify and propose improvements to processes, procedures and standards for work teams, group, department and division.

20% C. Work on professional development of PeopleSoft and relevant development tools to support the section.

- C1. Continue to learn PeopleSoft development tools, including but not limited to: PeopleTools, SQR, XML Publisher, Fluid, COBOL, SQL, Web Services, and Integration Broker with guidance from senior team members.
- C2. Shadow senior team members projects and relevant meetings to understand the section's stakeholders and the section's project portfolio.
- C3. Maintain familiarity with activities and trends in the field of Oracle PeopleSoft applications.
- C4. Read technical publications to gain a high level of technical knowledge Oracle PeopleSoft applications.
- C5. Perform all duties assigned, either by the unit supervisor or by his/her delegate, in a timely and professional manner.

10% D. Learn and assist with production support

- D1. Learn the on-call responsibilities to support the State's enterprise technology environment.
- D2. Assist senior team member with on-call support for the State's enterprise technology environment.
- D3. Develop understanding of the technical architecture, database objects, and functional aspects of the system software in order to support the ongoing extension, troubleshooting, debugging, and customization of the system.
- D4. Utilize the vendor provided administration tools and troubleshooting facilities for troubleshooting production problems and debugging the software.

Knowledge, Skills and Abilities

- 1. Ability to communicate effectively to both technical peers and less technical customers in person and via written media such as email, and reports.
- 2. Continually learn programming and other development techniques to help support the State's enterprise technology environment such as PeopleTools, SQR, XML Publisher, Fluid, COBOL, SQL, Web Services, and Integration Broker.
- 3. Excellent customer service skills including verbal and written communication
- 4. Understanding of project management concepts techniques.
- 5. Understanding of enterprise relationship packages concepts.
- 6. Problem solving and resolution skills.
- 7. Resourceful in identifying and obtaining technical information sources needed to perform duties effectively.
- 8. Ability to work cooperatively with others in a team environment to meet the expected levels of infrastructure service.
- 9. Developing knowledge of IT service management best practices to ensure the quality of services delivered to partners.